Answers

Task 1

a) Write the correct technical term to match each of the descriptions given in the table.   
The technical terms you need to use are written below the table.

|  |  |
| --- | --- |
| **Technical term** | **Meaning** |
| recipient | The person receiving an email |
| greeting/salutation | The opening line, e.g. ‘Dear Bob’ |
| close | How to end an email, e.g. ‘Best wishes’ |
| subject line | What the email is about |
| censor, censorship | Not allowing certain things to be published or shown |
| cyberbullying | Using electronic media to harass someone |

**Technical terms: censorship, close, subject line, greeting, cyberbullying, recipient**

b) **Option 1:** List things that you should or should not do when writing a business email – for example, do not write everything in uppercase.

**Option 2:** Write the text for an email that ignores some of the rules of netiquette, to be sent to an imaginary business colleague. (Do not be abusive or send information that could shock or embarrass the recipient.)

Swap with a partner and list all the things in their email that they should not have done.

Class discussion:

Bad: missing or meaningless subject line, no personalised greeting, written in capitals, texting abbreviations, misspellings, inappropriate close, chain letter, double exclamation marks, long sentences with no spacing between paragraphs, etc.

(Emphasise to students the importance of using the correct technical vocabulary in exam answers).

Task 2

a) Discuss the benefits to individuals of being able to view millions of free videos online.

There are many excellent educational videos posted online. Individual vlogs may be of great interest to family, friends and followers.

‘How to’ videos enable people to fix and reuse items rather than discard them; educational videos allow students in developing countries to learn from some of the most prestigious universities; people can watch many hours of videos that are suited to their tastes rather than those of a broadcaster which are more mainstream.

b) Discuss the harm that lack of regulation and moderation regarding video content can cause to individuals and the wider society.

The sheer volume of videos posted makes it impossible to effectively moderate content. ‘Flagging by viewers’ is not a solution - you cannot expect all adults, let alone 5-year-old children to report violent or frightening content to the social media site on which they are posted.

Some content may be pornographic, incite people to violence or suicide, used to shame individuals, or be plain nasty.

A further negative consequence of billions of videos is the environmental damage/cost of storing them in the cloud (amount of energy consumed, mostly in cooling the storage media).

c) Describe methods being used by YouTube and others to monitor and remove much harmful content.

This is about the role of algorithms/AI/machine learning in this process. YouTube and others are very good at removing indecent videos of children and pornography before they are live. Copyrighted music is also removed by computer rather than flagging.

Task 3

“The price that we pay for convenience in our interaction with the internet is a loss of privacy.”

a) Visit and read the following webpage:

<https://www.techrepublic.com/article/is-less-privacy-worth-the-price-of-convenience/>

b) Discuss the pros and cons of opting out of convenient features such as voice recognition on Google.

This article makes the point that “As the world shrinks, and technology evolves and expands, so too does the absolute control of our privacy. The more features you want, the more you give over. You want convenience, user-friendliness, and deeply integrated features--understand it all comes with a price. If you want absolute privacy, you'll live without the extended features and conveniences offered by the likes of Google Now.”

Task 4

Freedom of speech is recognised in Europe as a fundamental human right. However, this right should be used responsibly.

Former Court of Appeal judge Sir Stephen Sedley said: *“Free speech includes not only the inoffensive, but the irritating, the contentious, the eccentric, the heretical, the unwelcome and the provocative, provided it does not tend to provoke violence.”*

There are some legal restrictions on freedom of speech. For example, if the material is specifically designed to incite racial hatred, that is a hate crime and therefore illegal.

a) In 2018, Facebook removed 800 politically related pages and accounts from their system. They claimed it was for breaking its rules against “spam and coordinated inauthentic behaviour”. However, many people who lost their accounts feel their pages were showing legitimate political views.

In your opinion, was it unethical of Facebook to delete the accounts? Give reasons for your answer.

There are different possible views, which may include some of the following points

**For censorship**

There have been incidents reported in the past of influences from Russia which help to determine the outcome of elections.

Facebook needs to prevent ‘fake news’ from being shared.

Facebook may need to remove some of the accounts if they are illegal (but perhaps removed too many).

They are a private company and therefore can do whatever they wish to remove posts they disagree with.

Against censorship

Both the Human Rights Act and the US Constitution give the right to free speech. The censorship goes against this basic right.

It is hard to decide which views should be censored and instead, all views should be allowed with users deciding which views they will respect.

They provide a public service, much like a telephone network – as such, they shouldn’t be able to censor information any more than a phone company would.

The purge silences genuine debate and only allows mainstream views to exist on their network.

b) Internet Service Providers (ISPs) such as BT (Plusnet), Sky Broadband, Virgin Media, TalkTalk and others sometimes block access to certain websites when using their filtering system. Schools may also filter content.

What type of content is blocked?

Drugs, alcohol and tobacco, gambling, suicide, cyberbullying, criminal skills, hacking or hate as shown on PPT. Accept other valid answers.

Give a justification for this type of censorship.

Certain content is inappropriate for some users such as children. Other content may need to be blocked as it is in the public interest. For example, a site which incites violence against a group of people is not in the public interest to be allowed.

Other justifications may be given.

Refer to <https://en.wikipedia.org/wiki/Web_blocking_in_the_United_Kingdom#Category_Comparison>

Task 5

Look up your school’s or college’s Acceptable Use Policy covering the use and security of an IT system.

Note down some of the points it covers, what is expected of users and what is considered unacceptable.

For example:

Users should:

* Protect their passwords and personal logins, and log off the network when leaving a workstation unattended
* Respect technical safeguards which are in place

Unacceptable:

* Online bullying or harassment
* Using applications or services which bring the school into disrepute
* Attempting to gain unauthorised access to systems or services

An example policy can be found here:

<https://schools.essex.gov.uk/data/information-governance/Documents/Model_Policy_ECC_e_Safety_Policy_May_2012_V2.doc>

Task 6

A typical Acceptable Use Policy in an organisation will have rules about:

* Use, security and confidentiality of passwords
* Use of the internet, for example, stating that it may not be used for harassment, abuse, chain letters, downloading copyrighted material etc.
* Disposing of business-related print matter (e.g. by shredding)
* Use and protection of laptops taken off-site, not left in plain view in a car, use of PINs
* Using only authorised, licensed software and not downloading music or games, for example, to company computers
* Not removing anti-virus software
* Intellectual property rights of material developed during the period of employment
* Reporting suspected breaches of security policy without delay

Search the Internet for a typical Acceptable Use Policy.

a) What are the major topics covered in the policy?

There are many topics. Some major ones relating to IT are:

* Use of passwords
* Use of Internet and email
* Mobile storage devices
* Software
* Viruses
* Monitoring and filtering

b) Give more detail on **three** of the rules.

This will be specific to the policies found. For example:

* Passwords
  + Must not be shared
  + Accounts must be locked when not attended
  + Must use a certain format
  + Must be changed every 30 days
  + Monitoring and Filtering
  + Logging of internet and email usage is in use
  + Investigations will use these logs if a breach of the policy occurs
  + Monitoring is carried out in accordance with Data Protection laws
  + Mobile storage devices
  + Memory sticks, CDs, DVDs and hard drives must not be used
  + Only company devices that are encrypted can be used when the data is sensitive or confidential

The answers given above are commonly covered. Details will vary. See for example

<https://www.getsafeonline.org/themes/site_themes/getsafeonline/download_centre/Sample_Acceptable_Usage_Policy.pdf>